



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 101 - Human Resources

| Human Resources - 101.00 | | |
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| S.O.P. # 101.02 | Call Out Policy | PAGE: 1 OF 4 |
| EFFECTIVE: 07/01/2001 | Authorized: John Filer, Chief | |
| REVISED: 09/18/2018 | Authorized: William Stephens, Director | |

101.02.01 Purpose

To establish general procedures governing call outs.

101.02.02 Applicability

This SOP applies to all uniformed personnel, full and part-time.

101.02.03 General

This SOP is a departmental adjunct to the Charles County Personnel Policy and Procedure Manual (PPM), Chapter 17 & Chapter 18. This policy may also be cross referenced with *Divisional SOP 101.07 - Time-off Policy*.

101.02.04 Definitions

1. **Approved Leave** - Absence from your scheduled shift that has been pre-approved by Operations in accordance with SOP 101.07 - Time-off Policy.
2. **Call Out** - Notification to a Medical Duty Officer (MDO) or supervisor that you are unable to fulfill your scheduled shift not previously approved by Operations.

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101.02.05 Call Out Policy - Use of Sick Leave

1. Personnel may only utilize accrued sick leave in the following instances:
 - a. The employee is incapacitated by sickness or injury; or must visit a medical doctor or dentist for medical diagnosis or treatment.
 - b. The employee must provide for the necessary medical care and attendance of the employee's spouse, child or parent as defined in Chapter 18 of the PPM.
 - c. The employee has a condition that qualifies for Sick and Safe Leave under the MD Healthy Working Families Act of 2018.
2. The use of sick leave due to a lack of child care is prohibited.
3. Employees will be charged sick leave for those scheduled hours they are absent from work.
4. An employee may only utilize the accrued sick leave at the time of the absence, an employee is not permitted the use of sick leave not already accrued.
5. In the event an employee has insufficient accrued sick leave in their leave account, the hours the employee is absent will be charged to accrued administrative leave, personal days, floating holidays and compensatory time if available. If the employee has no accrued leave as aforementioned, the hours absent will be counted as Leave without Pay.
6. In accordance with the PPM, physician's notes are required for the following incidences:
 - a. An employee who calls out sick three (3) or more times in a twelve (12) month rolling period shall be required to submit a physician's note for all future call outs due to illness/injury within that rolling period,
 - b. Planned or unplanned medical absences greater than two (2) consecutive scheduled or elected shifts;
 - c. An employee who calls out sick two (2) or more twenty-four (24) hours shifts in a single month shall be required to provide a physician's note for all future call outs due to illness/injury within that rolling period;
 - d. As requested by a supervisor when circumstances warrant such action.
7. An employee who calls out sick for two (2) or more elected over-time shifts within a single thirty (30) day period may be operationally restricted from additional overtime activities for a period of fourteen (14) days. Overtime activities are inclusive of all collateral duty assignments.
8. An employee who calls out sick for two (2) or more elected shift trades within a single thirty (30) day period may be operationally restricted from participating in additional shift trades for a period of fourteen (14) days. During this period of restriction, all submitted shift trades will be rejected.



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9. Multiple patterned violations may be subject to the disciplinary process as outlined in the PPM.

101.02.05 Call Out Policy - Non-sick Related

1. Employees may not use sick leave for any reason other than as outlined and defined herein and in the PPM. However, exigent circumstances may arise that require the employee to call out for reasons not illness or injury related. In such an occasion, the employee may be permitted to use accrued leave in the following manner:
 - i. Administrative leave,
 - ii. Floating holidays;
 - iii. Personal days;
 - iv. Compensatory time; or
 - v. Leave Without Pay.
2. An employee may not utilize sick leave for non-qualifying reasons.
3. An employee may not use annual leave for non-sick related call outs as annual leave must be pre-approved.
4. An employee who calls out for two (2) or more elected over-time shifts within a single thirty (30) day period may be operationally restricted from additional overtime activities for a period of fourteen (14) days. Overtime activities are inclusive of all collateral duty assignments.
5. An employee who calls out for two (2) or more elected shift trades within a single thirty (30) day period may be operationally restricted from participating in additional shift trades for a period of fourteen (14) days. During this period of restriction, all submitted shift trades will be rejected.
6. Multiple patterned violations may be subject to the disciplinary process as outlined in the PPM.
7. The supervisor reserves the right to refuse an employee leave for this type of call out if staffing is minimal and/or back filling the vacancy causes an undue burden to the County.

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101.02.06 Procedure

Procedures for calling out are as follows:

1. The employee must notify the on-duty MDO immediately upon realization that they are unable to report for duty as scheduled, but no later than two (2) hours prior to the start of their scheduled shift.
2. Notification must be made via telephone or in person. Notifications via text message, voice mail, email or any form of social media is not acceptable.
3. The employee must state the type of leave they are requesting and provide justification.
4. The MDO is responsible to document the type of leave requested and justification.
5. Upon his/her return to work, the employee must provide all documentation related to the call out.

101.02.07 Notification of Violation Procedures

1. Operations will notify the employee in writing as well as those of concern in the employee's chain of command of any restrictions placed on the employee due to violations of this SOP.
2. Operations will include in the written notification the following:
 - a. Reason for violation with dates,
 - b. Restriction start date;
 - c. Restriction end date;
 - d. Persons of concern who were courtesy copied.
3. The notice of violation/s will be maintained in the employee's file for a rolling calendar year.